

# State Children's Health Insurance Program

## CAHPS® Questions

### Composite and Questions

## Getting Care Quickly

This chart summarizes the responses to survey questions 15, 17, 20, and 28 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

### Composite



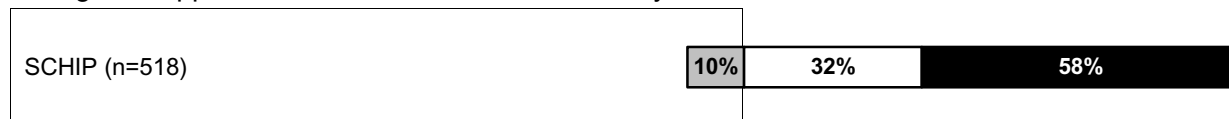
Q15. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



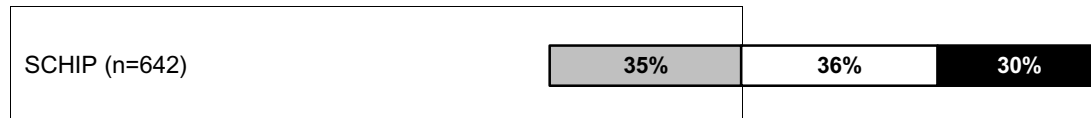
Q17. "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



Q20. "In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



Q28. "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.